

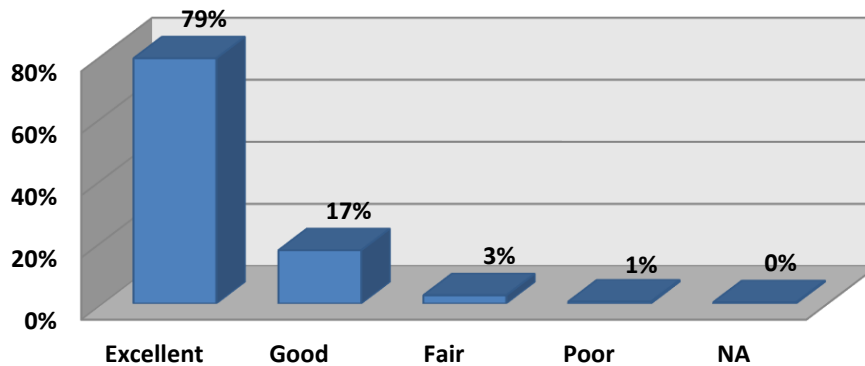
# 2017 Active Consumer Satisfaction Survey

## STATE REHABILITATION COUNCIL

1. Please rate the quality of services you receive from IVRS?

Excellent	354	79%
Good	77	17%
Fair	12	3%
Poor	3	1%
NA	2	0%
<b>Total</b>	<b>448</b>	<b>100%</b>

1. Please rate the quality of services you receive from IVRS



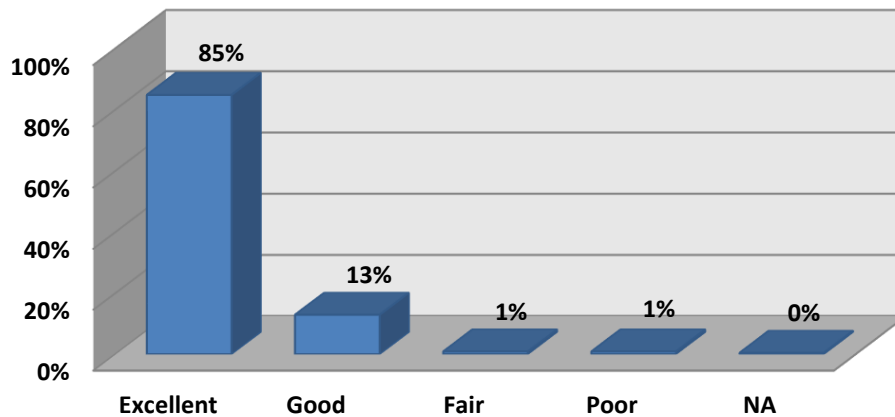
# 2017 Active Consumer Satisfaction Survey

## STATE REHABILITATION COUNCIL

### 2. Please rate the politeness of IVRS staff.

Excellent	380	85%
Good	58	13%
Fair	4	1%
Poor	4	1%
NA	2	0%
<b>Total</b>	<b>448</b>	<b>100%</b>

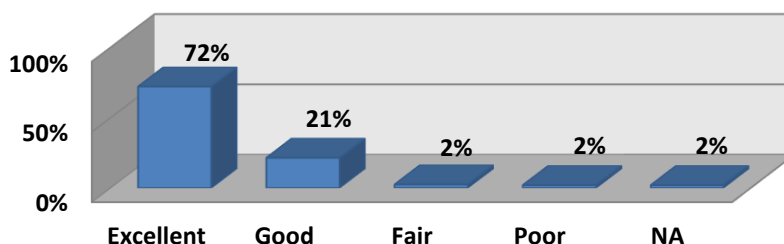
### 2. Please rate the politeness of IVRS staff



### 3. To determine if you felt you had a voice in the IVRS process, please rate your involvement in making choices about your employment goals and services.

Excellent	323	72%
Good	96	21%
Fair	11	2%
Poor	9	2%
NA	9	2%
<b>Total</b>	<b>448</b>	<b>100%</b>

### 3. To determine if you felt you had a voice in the IVRS process, please rate your involvement in making choices about your employment goals and...



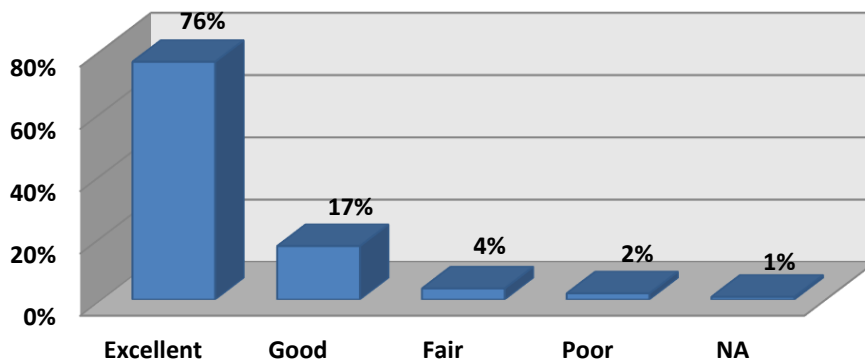
# 2017 Active Consumer Satisfaction Survey

STATE REHABILITATION COUNCIL

## 4. Please rate the chance of recommending IVRS to someone else.

Excellent	342	76%
Good	77	17%
Fair	16	4%
Poor	9	2%
NA	4	1%
<b>Total</b>	<b>448</b>	<b>100%</b>

### 4. Please rate the chance of recommending IVRS to someone else



### Percent Returned by Area Office

